

## Compliments March 2021

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- Main Road, Newbridge – Customer wrote “Thank you, the crews have been fabulous.”
- Daish Way, Newport – New method of weed removal – Customer wrote “A great help to the look of the Island, and indeed the add on benefits for wildlife. Good on you !!!”
- Chestnut Close, Newport – Customer wrote “A big Thank You to the team for sorting out our mucky road...and so quickly. Much appreciated by Chestnut Close, Newport residents.”
- Ladies Walk, Ryde – Customer wrote “Thank you for emptying the bins, much appreciated”
- Pellhurst Road, Ryde – Customer wrote “I was in the area earlier and noted that the fly tipping has been dealt with...in, may I say, a most timely manner. My thanks to you and the Island Roads operatives.”
- Coxs Green, Sandown – Customer wrote “We reported some fly tipping online yesterday at around 4 and this was cleared by your fantastic team this morning. First class, excellent service as usual. Thank you very much indeed from my neighbours and me. Can't get over how quickly it was cleared.”
- Springvale Road, Nettlestone – Customer wrote “your team arrived to clean up the pavement area along Springvale Road yesterday morning. I just wanted to say 'thank you' for such an amazing job they carried out. The pavements and street looked amazing but sadly it didn't take long for someone to allow their dog to again foul the pavement going towards Oakhill Road.”
- Pellhurst Road, Ryde – Customer wrote “I was in the area earlier and noted that the fly tipping has been dealt with in, may I say, a most timely manner. My thanks to you and the Island Roads operatives”
- Solent Gardens, Freshwater - Customer called to pass on his thanks to Island Roads working in Solent Gardens. He said the team were wonderful and kind.
- Artic Road, Cowes – Customer wrote “Firstly I want to say thank you for the work your teams have been doing along Arctic Road. The crews are helpful and friendly, finding time to answer questions. It is likely that our stretch will be started next week. Whilst I recognise the importance of having a consistent quality throughout, the footway outside numbers 70A to 71B were only done three years ago when the houses were built and seem in very good condition. Would there be any merit in not renewing this stretch thereby saving your teams' time and the cost of the materials. Just a thought.  
With best wishes and thanks for all you do across the island “
- School Green Road, Freshwater – Customer wrote “Drain cover outside Alma House, 75 School Green Road, Freshwater - A big thank you to the team who organised and mended the clattering drain cover outside our house last night. Such peace!!”

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## PERSONAL COMPLIMENTS

- Copse Road, Fishbourne – Customer wrote “I’m writing to express our thanks and appreciation for the work that was recently carried out by Stuart and the contract team on our property as below. After waiting over 2 years for a resolution to the issue it was a pleasure to have such a personable, helpful and informative bunch of lads carrying out the repairs. The team kept us informed at every stage of the works, and Stuart checked in with us to ensure we were happy with progress, in short, they went the extra mile for us.  
I cannot convey how relieved we are that the work is finally completed, it feels like a weight has been lifted, and we can now look forward to this summer, coming out of lockdown and not dreading the winter rain will flood the garage again.”
- Vereker Drive, East Cowes – Customer called to report leaves and mud on the f/w and c/w. He said that he met Mandy yesterday when she came to inspect and that she sorted the sweeper straight away. He is very impressed with the service and complimented Mandy's politeness and efficiency. He said that the road looks brilliant now and that he will bake a Walnut cake and bring to the offices to say thank you!!
- Hamilton Road, Ryde – Customer wrote “Thank you very much...and thank John (Barry), as I had received complaints from the local residents. One of the residents had caught himself in the branches and it had given a few superficial lacerations. The residents will be very pleased, and I think will now feel better that both he and his neighbour have been listened to and swift action taken. Great Island Roads teamwork
- Solent View Road, Gurnard – Customer wrote “I just wanted to say thank you very much for the quick work today ref-moving the tree! Well done island roads! And thank you Stephanie.”
- Customer wrote “I recently had to get in touch to get more clarification on my address due to it being a business and residential property where there were two addresses , therefore two post codes ...  
I emailed and got a very quick response from Lorraine who then arranged a time with me to call and help me with the forms ..Within a couple of weeks my address was all official...  
From start to finish she was extremely helpful and I just wanted you to be aware of how grateful I was and what an asset she is to your department ... “
- Island Roads – Customer wrote “Hi Samantha, just a quick thank you for keeping me up to date. And whilst doing so can I also thank you for the diligent and timely way you have always kept me posted about highways issues within my ward, and for the unfailing and rapid responses you have given to any query I've raised”